Army Training & Support Center

Uninstall, Download, Install and Upgrade Procedures for Collabworx/BTS/BLTS SIM client

Topics

- ✓ *Check version of Collabworx client*

- ✓ *Uninstall Collabworx Client*

- ✓ *Download and Installation of Collabworx Client*

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Preface

For personnel outside of the ATSC network located at Fort Eustis, Va, who wish to download and install the collabworx software on their system, you must check with your Information Assurance Manager to insure this software has been approved for use on your local network. Collabworx has been approved for users on the ATSC network.

NOTE: You will need Administrator Rights to perform most of the instructions in this guide.

Configure Internet Explorer:

We must first configure Internet Explorer to access the servers.

1. The first thing to do before downloading, installing or loading the plug-ins is to open Internet Explorer and on the pull down menu select Tools and then Internet Options. (Figure 1)
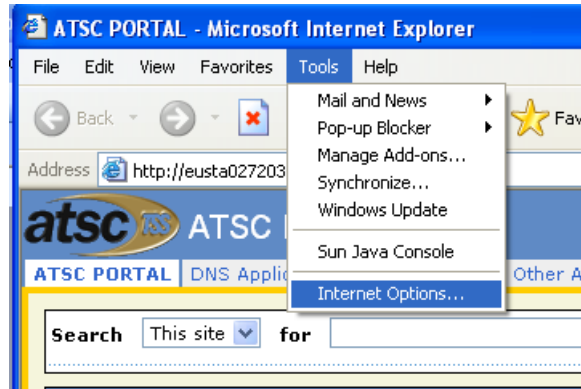

Figure 11

2. Click on the security tab, then click on the Trusted sites Web content zone. Locate the button that says Sites and click on it. (Figure 2)
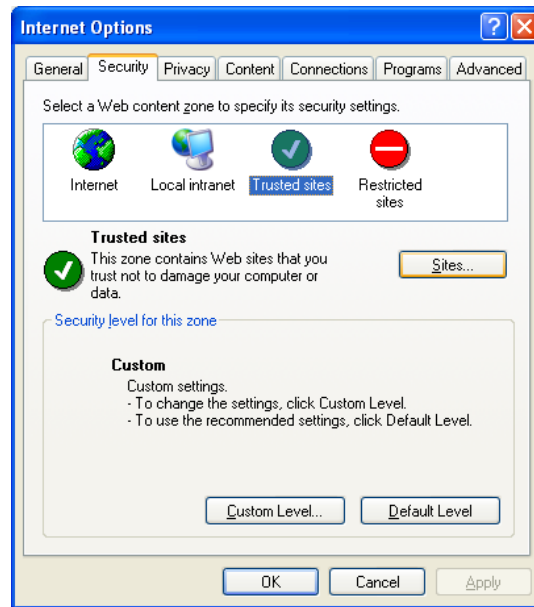
Figure 2

3. In the box labelled "Add this Web site to the zone:" type one of the URLs below that you used to configure your CollabWorx Client. Then click on OK. (Figure 3)

- ATSC CollabWorx server: https://macon.atsc.army.mil

- ATSC BTS Server: https://tssreach1.atsc.army.mil

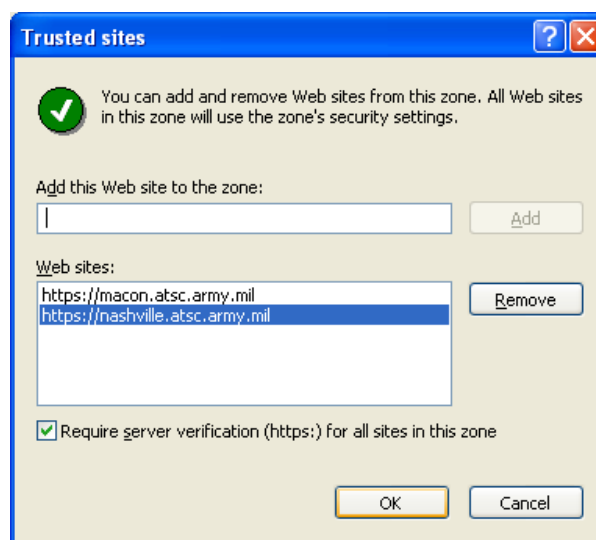- DLI BLTS server on Sprint network for language training: http://207.12.181.100

Figure 3

4. On the Internet Options screen click on the Privacy tab. In the bottom section titled Pop-up Blocker click on the Settings button. (Figure 4)

Note: You may choose to turn your pop-up blocker off at this time by clicking on the box and un-checking Block pop-up or add the site by continuing to step 5.
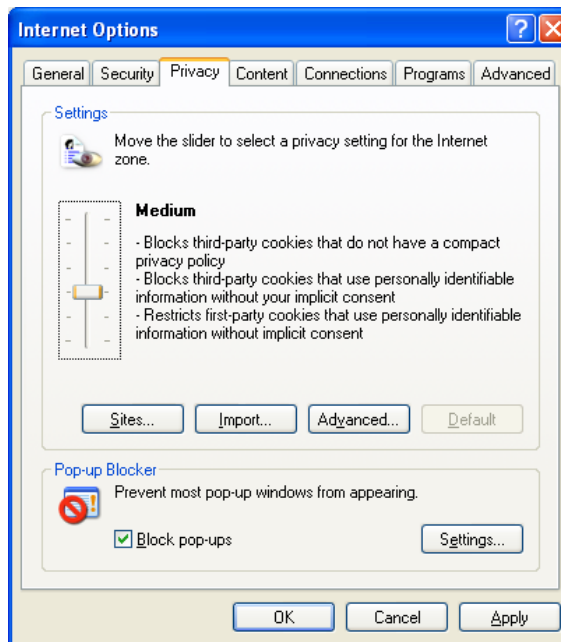

Figure 4

5. Once you have clicked on the settings button in the field "Address of Web site to allow:", type in the URL you used to configure the CollabWorx Client and click on the add button. Click on the close button and then click on Ok on the Internet Options window. (Figure 5)
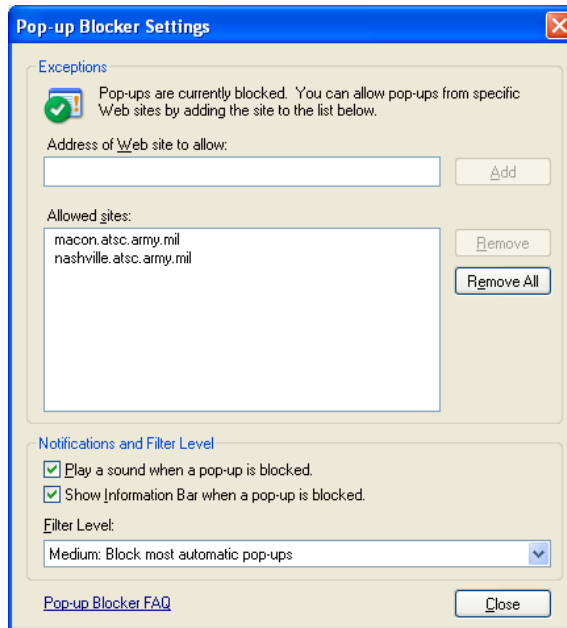
Figure 5

Checking your version of CollabWorx/BTS Client software

Checking Version of CollabWorx Secure Instant Messenger software

1. Start the currently installed SIM Client by going to Start, CollabWorx SIM, CollabWorx SIM. (Figure 6)
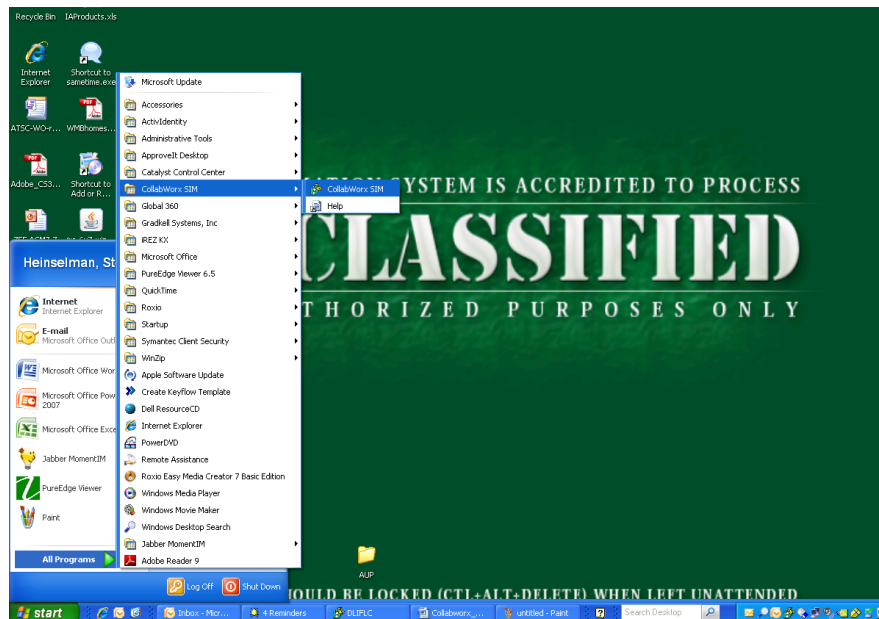

Figure 6

2. Now from the SIM Client click on the Help drop down menu and select About. (Figure 7)
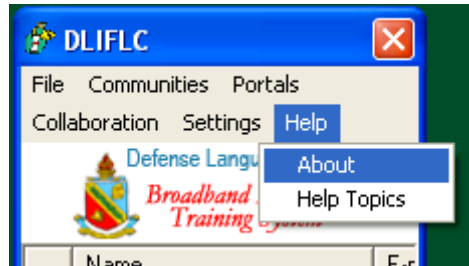

Figure 7

3. The following screen should appear with the version information. (Figure 8)
    - If version is 3.9.0.55 or higher you will not need to upgrade.
    - If it is a lower version you will need to uninstall, download and upgrade the CollabWorx Secure Instant Messenger software.

Figure 8

Checking Version of CollabWorx Secure Meetings software

1. To check the version of CollabWorx Secure Meetings software you will need to click on Start, Control Panel. (Figure 9)
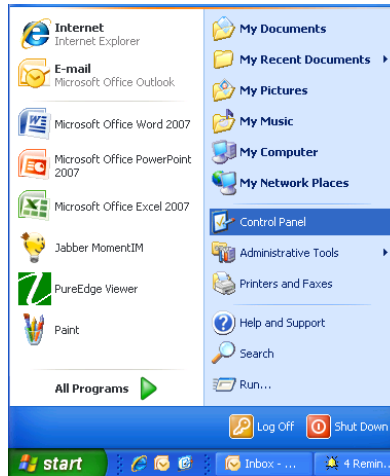
Figure 9

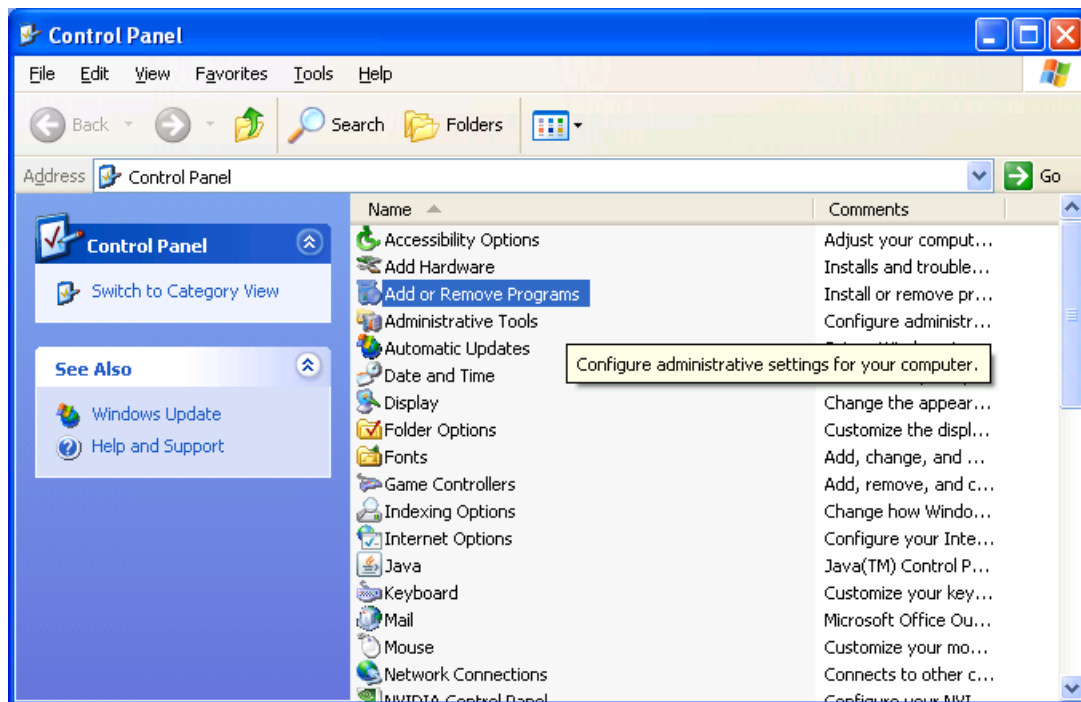2. Click on Add or Remove Programs. (Figure 10)

Figure 10

3. In the Add or Remove Programs window click on CollabWorx Secure Meetings. (Figure 11)

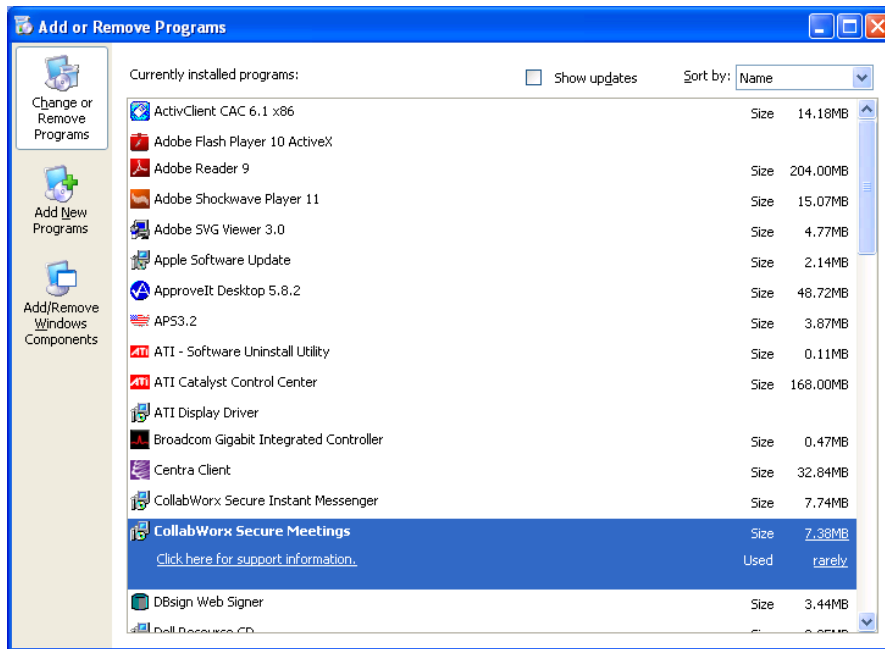Uninstall, Download, and Upgrade Procedures for CollabWorx/BTS SIM client

Figure 11

4. Click on Click here for support information and the Support Info window should appear with the version information. (Figure 11)

- If version is 1.5.0637 or higher you will not need to upgrade.

- If it is a lower version you will need to uninstall, download and upgrade the CollabWorx Secure Meetings software. (Figure 12)

Figure 12

Uninstalling an old version of the CollabWorx Secure Instant Messenger (SIM Client) and the CollabWorx Secure Meetings Client

Uninstall Procedures:

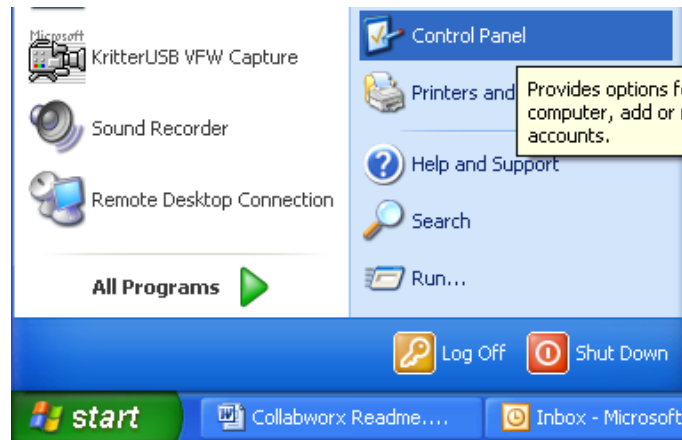1. From the desktop, click the Start button and then from the menu click Control Panel. (Figure 13)

Figure 13

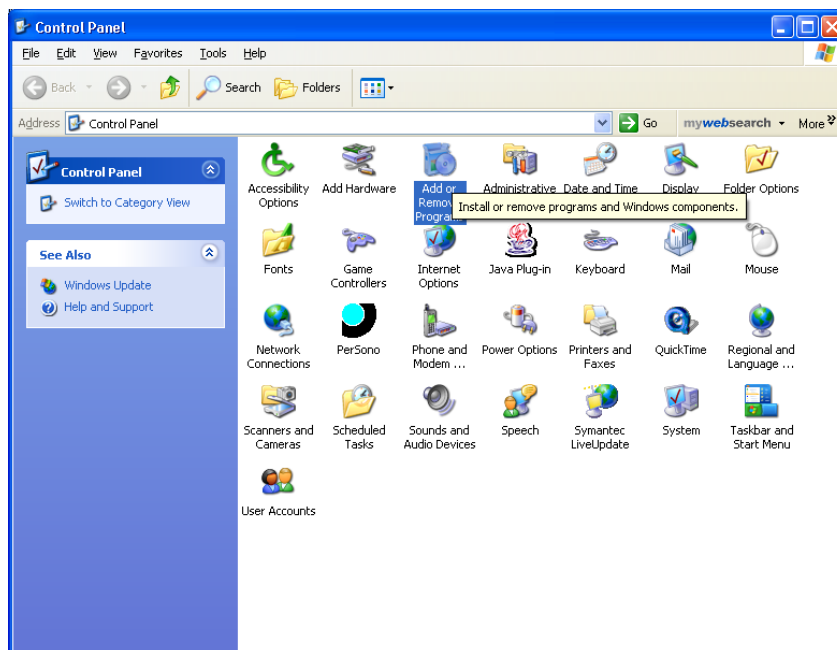2. Double click on the Add or Remove Programs icon. (Figure 14)

Figure 14

3. Highlight the Collabworx Secure Instant Messenger (SIM) entry and click on the Remove button. The Uninstall Wizard will start. (Figure 15)
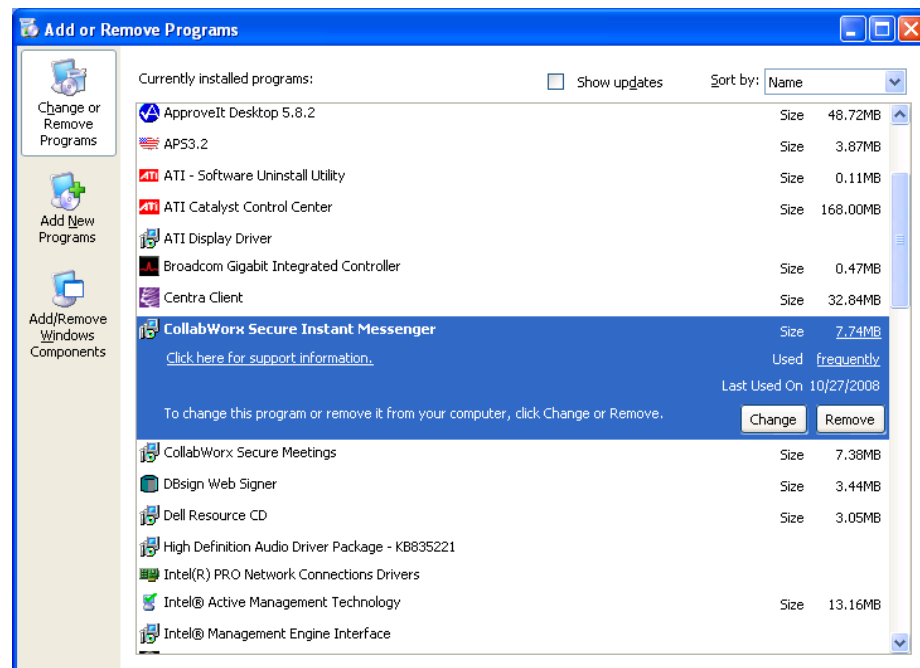

Figure 15

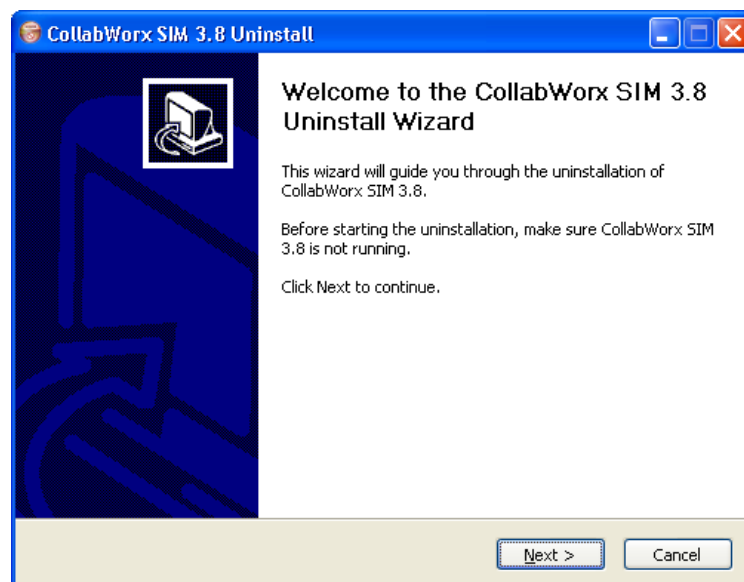4. The uninstalled wizard begins, Click on Next. (Figure 16)

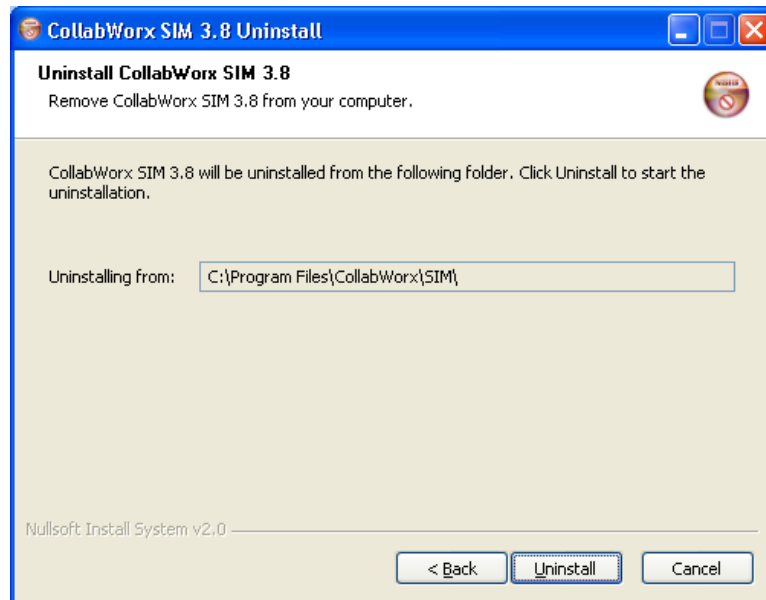**Figure 16**

5. Click the uninstall button. (Figure 17)

Figure 17

6. Click on Uninstall.

Uninstall, Download, and Upgrade Procedures for CollabWorx/BTS SIM client

7. If CollabWorx was still running when you attempted to uninstall, an error will appear. Close Collabworx and click on Retry.
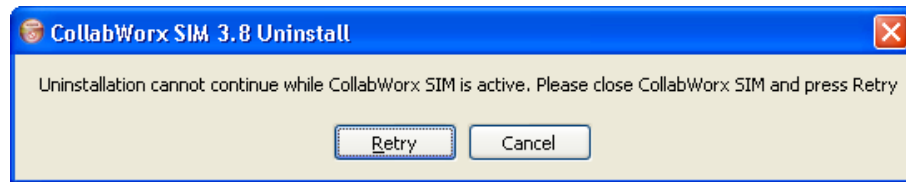(Figure 18)

Figure 18

8. The user profile message will appear. (Figure 19)

Figure 19

9. Click on **Yes** if you plan on removing Collabworx and not installing another version. Click on **No** if you want to keep the profiles you currently are using to connect to the Collabworx servers.

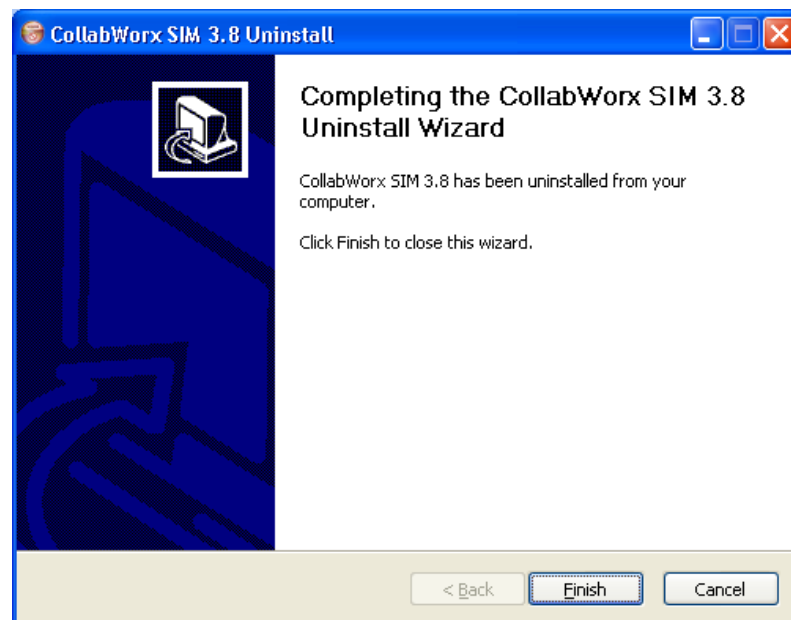10. Click on Finish and the Uninstall is complete. (Figure 20)

Figure 20

11. Uninstall CollabWorx Secure Meetings by going back to step 3. In the Add or Remove Programs window, highlight CollabWorx Secure Meetings and clicking on remove.

Downloading the Collabworx/BLTS Client and other support files

Once you receive a registration confirmation, install CollabWorX using the following instructions.

NOTE: Install camera and microphone hardware before installing Collabworx software.

Download and install Collabworx Secure Instant Messenger (SIM) Client:

1. Open your internet browser and connect with the ATSC web page at https://www.atsc.army.mil/auth/

2. Log in to ATSC web page using your valid AKO user name and password or your Common Access Card.

3. Once you are logged into the ATSC web page, click on the circle next to BLTS Client and click submit. (Figure 21)
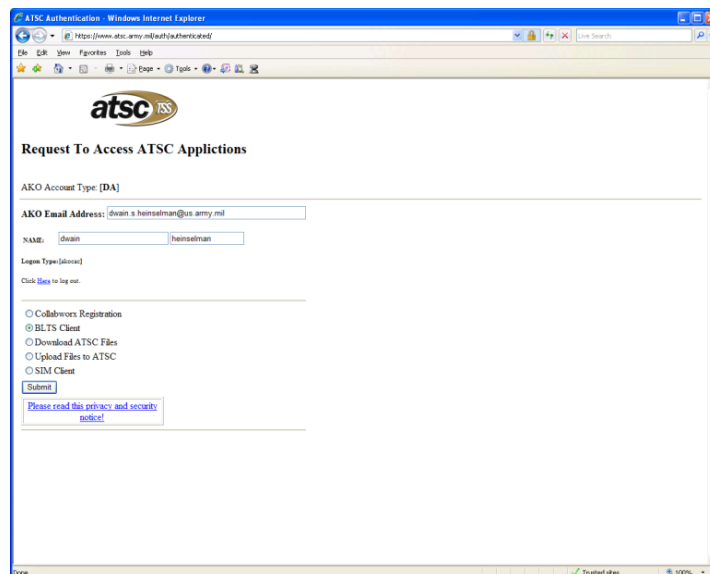

Figure 21

4. From the ATSC CollabWorx BLTS Client Files Available For Download page click on cw-sim-3.9.0552V.msi. This will install the CollabWorx Secure Instant Messenger (SIM) Client. (Figure 22)
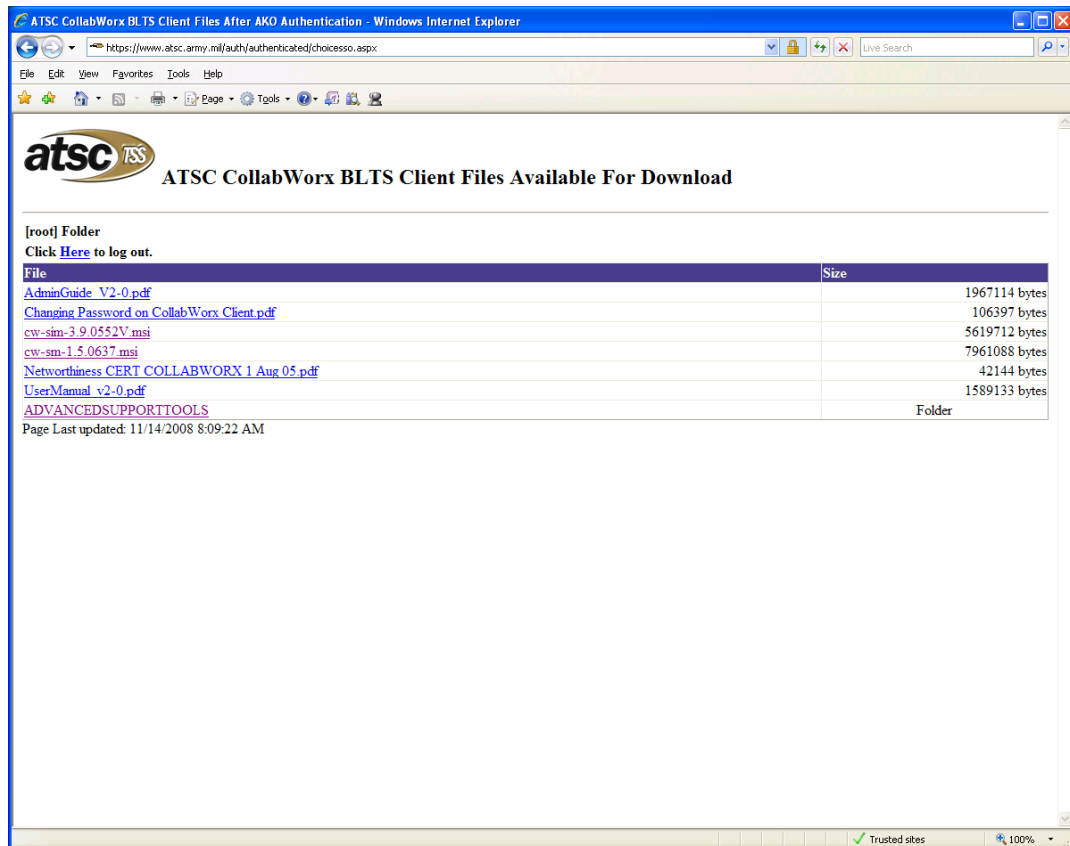

Figure 22

5. Once you click on the file it will give you the option to save the file to your PC, Run the installation or Cancel. (Figure 23)
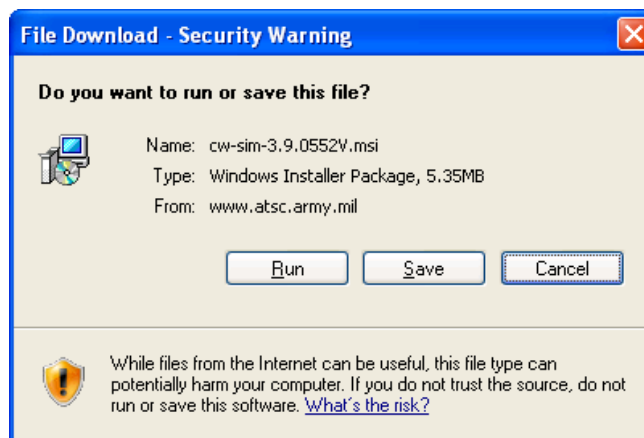

Figure 23

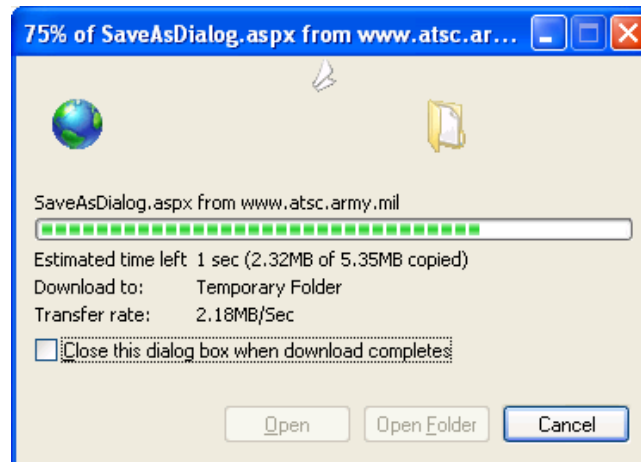6. Click on Run and the installation will start.(Figure 24)

Figure 24

7. When you receive Internet Explorer – Security Warning click on Run. (Figure 25)

Figure 25
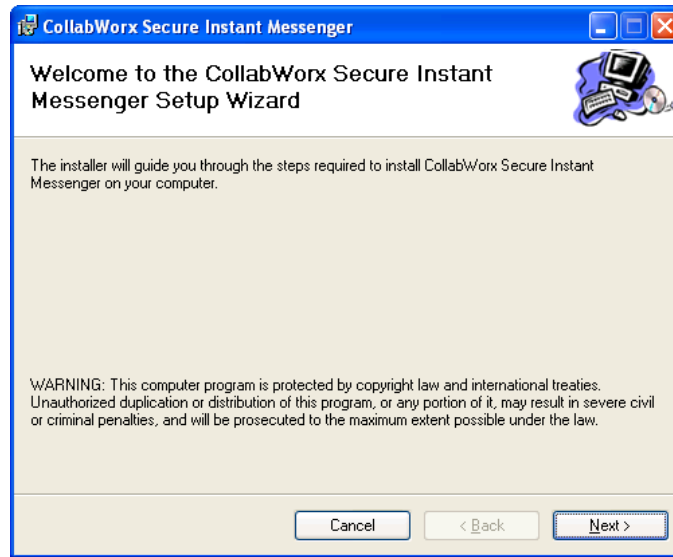
8. Click on Next at the welcome screen. (Figure 26)

Figure 26

9. Except the default setting on the Select Instalation Folder screen and click Next. (Figure 27)
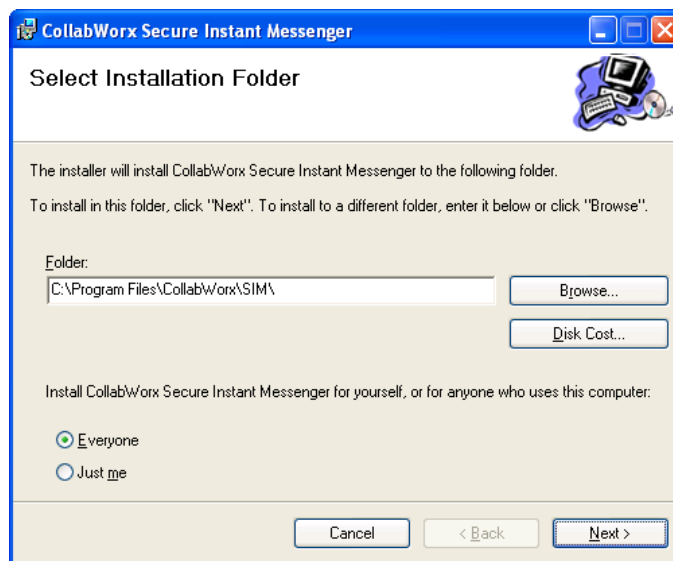

Figure 27

10. Enter the URL below that corresponds to the CollabWorx server you are connecting to and click Next. (Figure 28)

- ATSC CollabWorx server:
  https://macon.atsc.army.mil/sp/sim/admin/service

- ATSC BTS Server:
  https://tssreach1.atsc.army.mil/sp/sim/admin/service

- DLI BLTS server on Sprint network for language training: http://207.12.181.100/sp/sim/admin/service
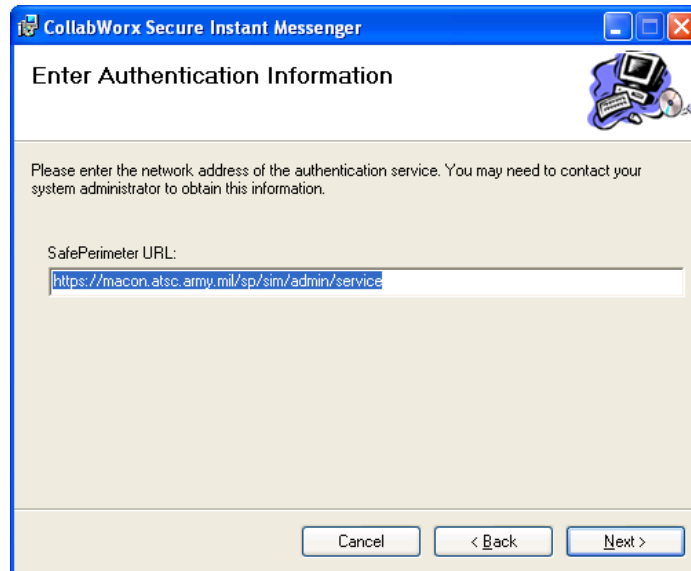
Figure 28

11. On the Confirm Installation page click Next and the installation will proceed. (Figure 29, 30)
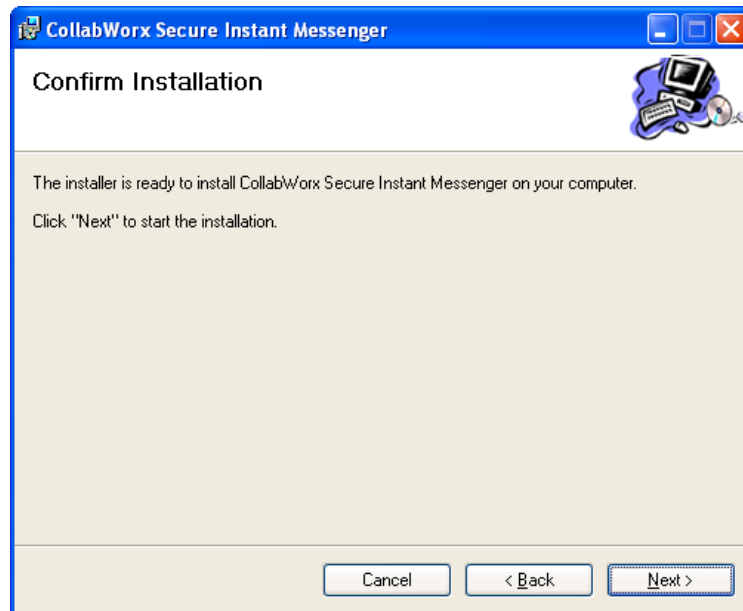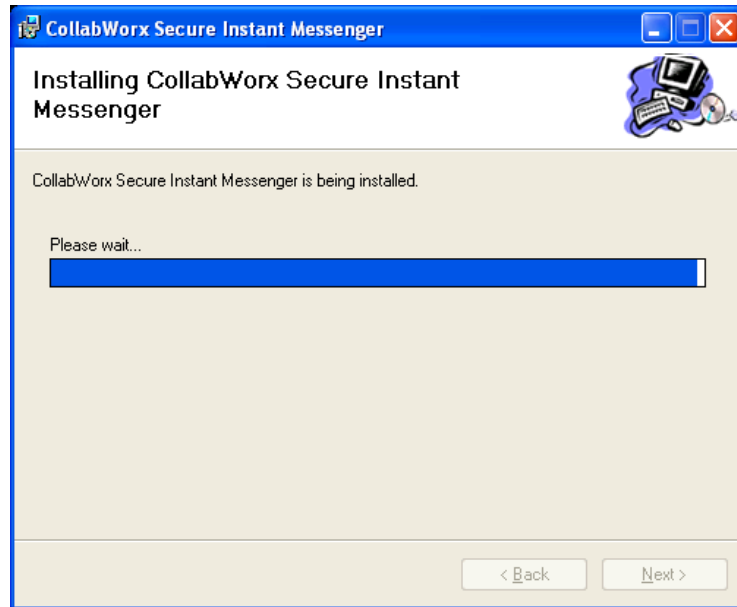
Figure 29

Figure 30

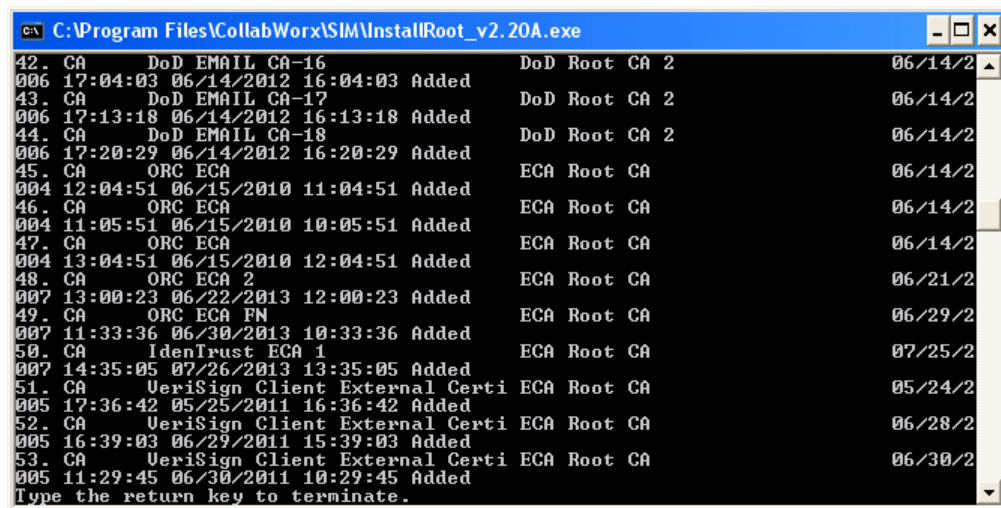12. A DOS window will appear select the window and hit enter key. (Figure 31)

Figure 31

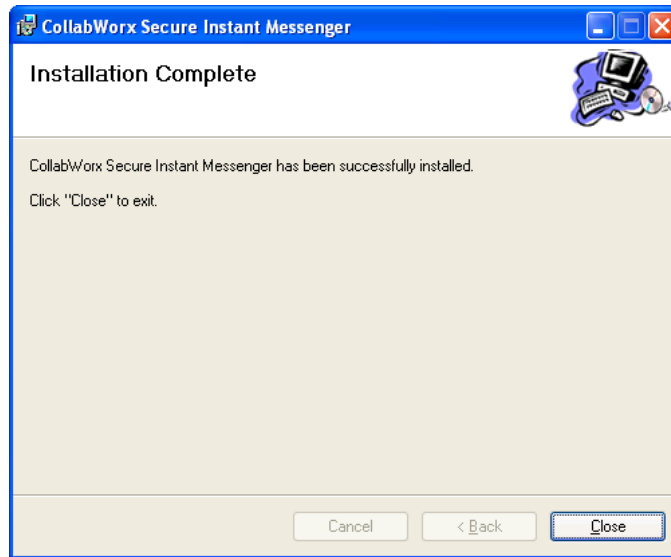13. The installation is complete click on Close. (Figure 32)

Figure 32

Download and install Collabworx Secure Meetings Client:

1. Open your internet browser and connect with the ATSC web page at
   https://www.atsc.army.mil/auth/

2. Log in to ATSC web page using your valid AKO user name and
   password or your Common Access Card.

3. Once you are logged into the ATSC web page, click on the circle next
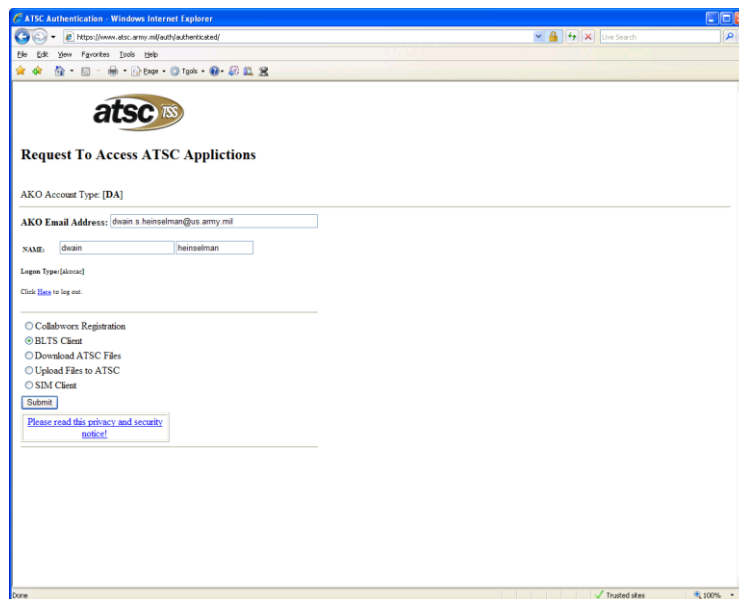   to BLTS Client and click submit. (Figure 33)

Figure 33

4. From the ATSC CollabWorx BLTS Client Files Available For Download page click on cw-sm-1.5.0637.msi. This will install the CollabWorx Secure Meetings Client. (Figure 34)
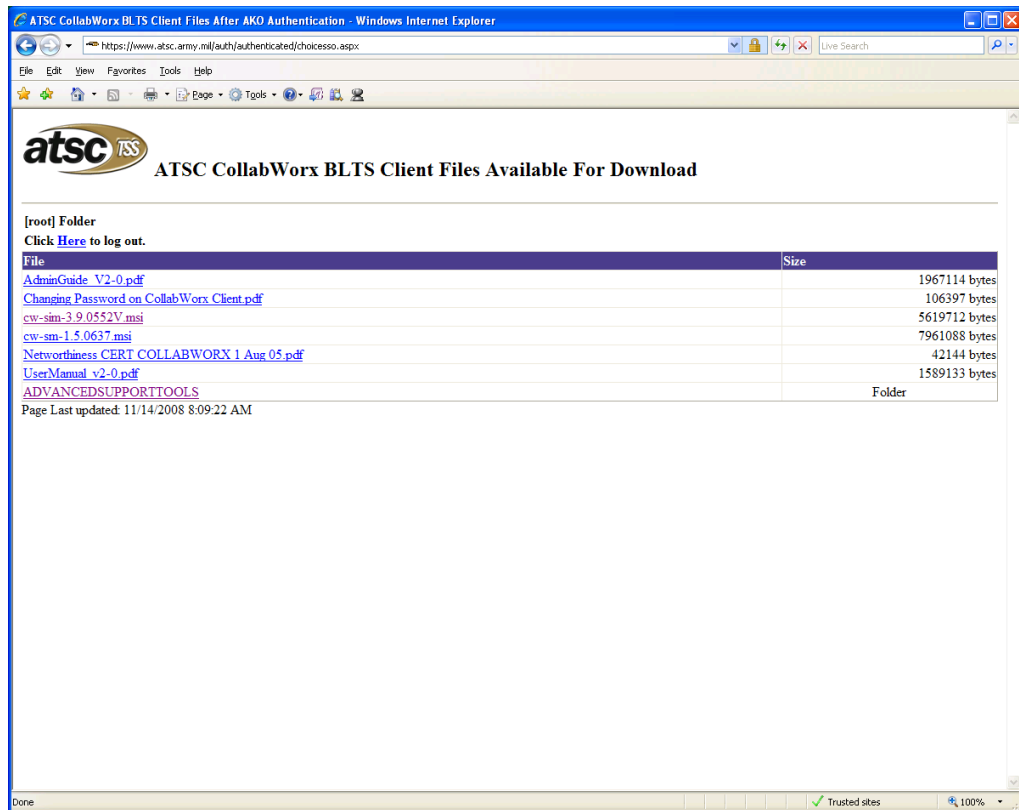

Figure 34

5. Once you click on the file it will give you the option to save the file to your PC, Run the installation or Cancel. (Figure 35)
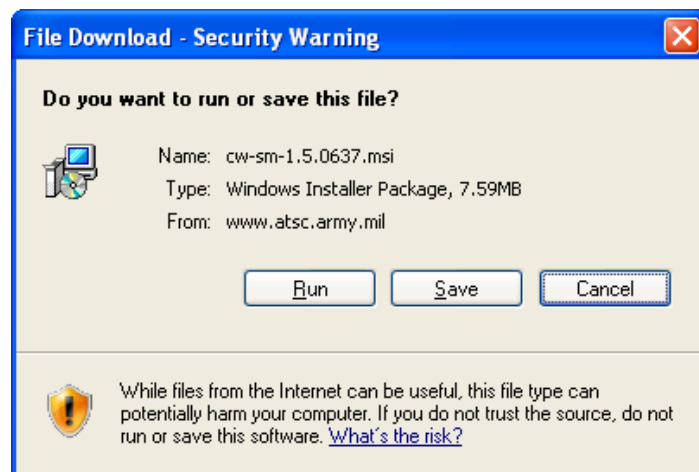

Figure 35

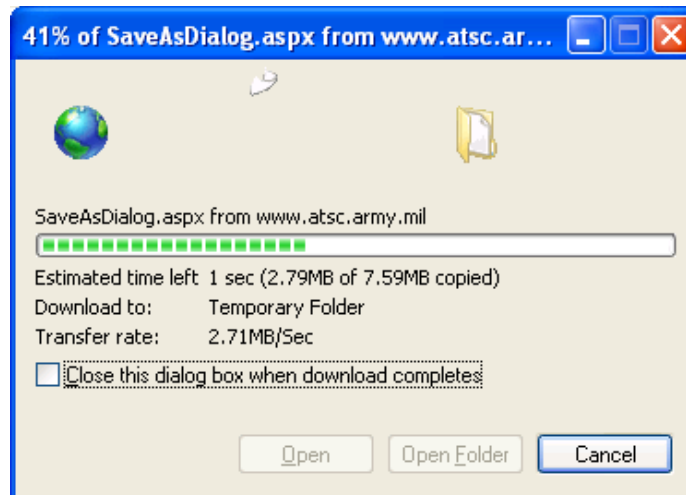6. Click on Run and the installation will start.(Figure 36)

Figure 36

7. When you receive Internet Explorer – Security Warning click on Run.
    (Figure 37)

Figure 37
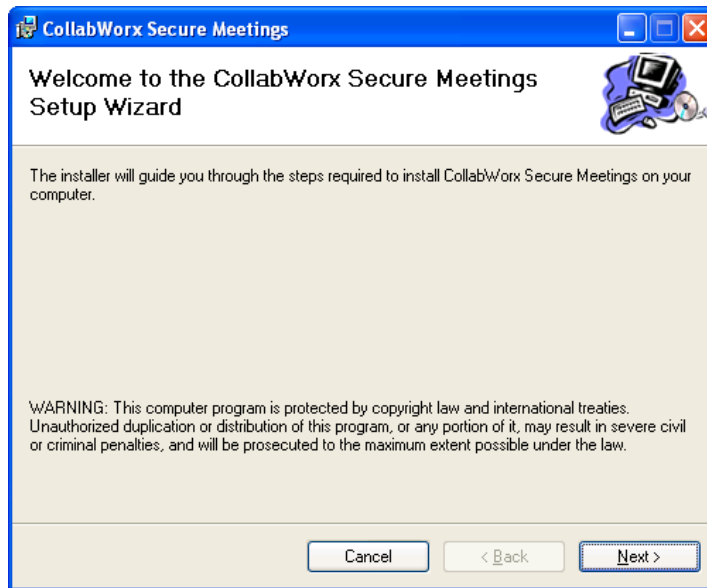
8. On the Welcome screen click on Next. (Figure 38)

Figure 38

9. Except the default settings on the Select Installation Folder and click Next. (Figure 39)
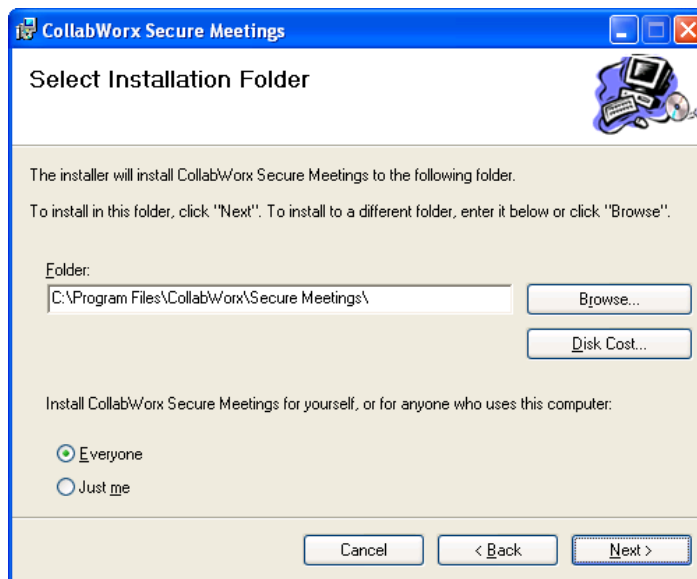

Figure 39

10. On the Confirm Installation page click Next and the installation will start. (Figure 40, 41)
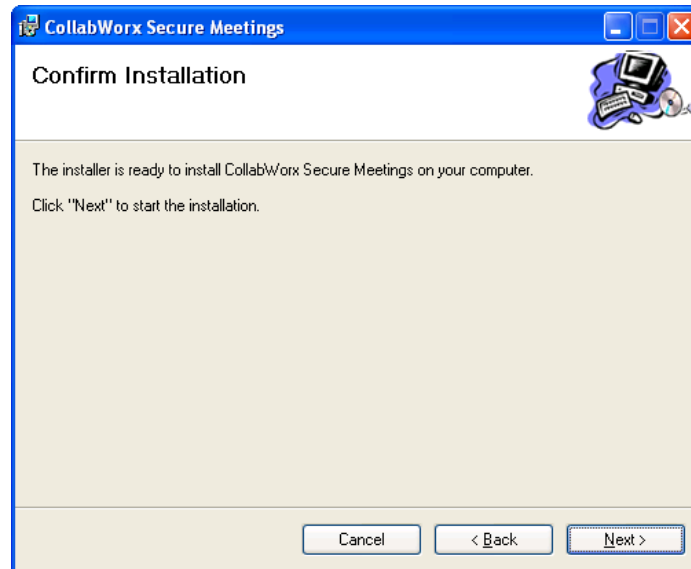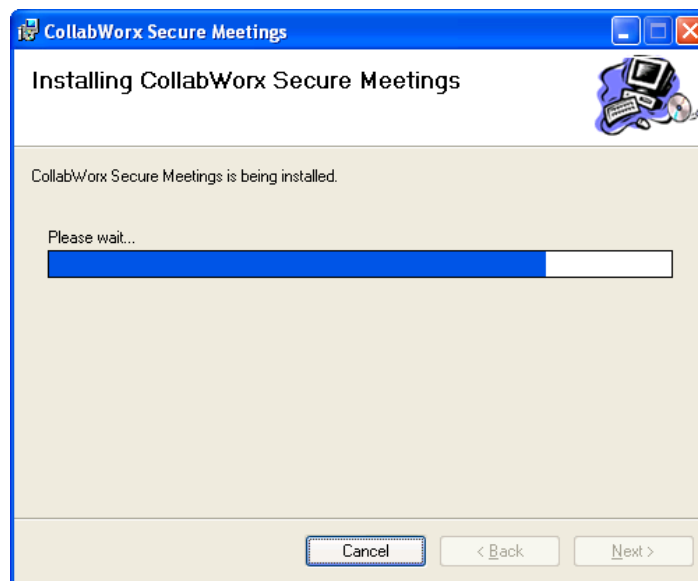
Figure 40

Figure 41

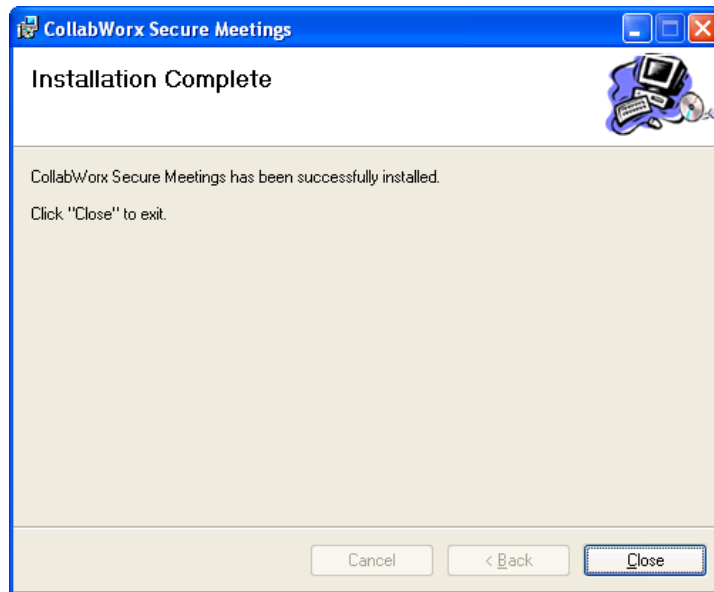11. Installation is complete click on Close. (Figure 42)

Figure 42

12. It is recommended that SIM be started at this point. When SIM starts, the first window presented to the user is the profile selection form. This form is empty upon the first SIM startup, so the user should select "Create." (Figure 43)

Note: If you had an older version and uninstalled it and loaded a newer version your profile information may still be within this window.
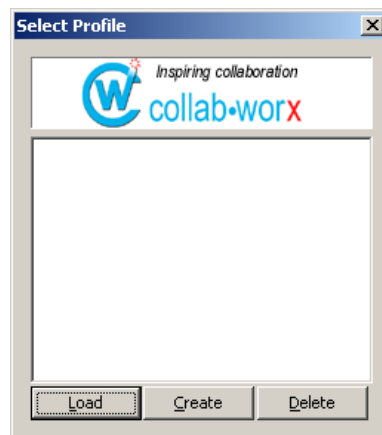

Figure 43

Configuration of Profile to connect to CollabWorx Server

1. Selecting "Create" prompts SIM to present the "Enter Profile Name" window. (Figure 44)

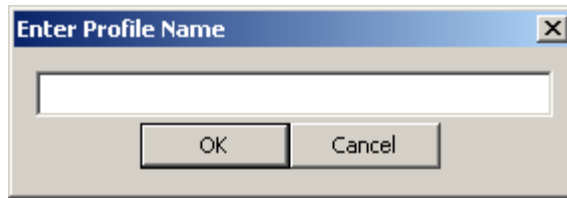Uninstall, Download, and Upgrade Procedures for CollabWorx/BTS SIM client

Figure 44

2. Any string can be entered here, although we recommend that profiles are given meaningful names, usually your name and the location of the server you are trying to connect to. (For example John Doe@ ATSC). Click "OK" button brings up the credentials window.

3. After clicking OK from the Profile Name the Credentials dialog box appears.   Click the User tab if not displayed. (Figure 45)
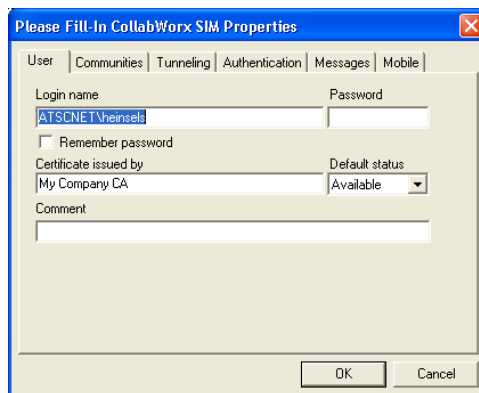

Figure 45

Note: Your username and password are both case-sensitive.

4. Under the Login Name box, type in your provided user name (which was provided to you if you are not an ATSC staff member). If you are ATSC staff member ensure you type **your AKO email address in lower case user.name@us.army.mil (case-sensitive)**

5. Under the Password box type in the password provided to you. (Figure 45)

6. Click the box next to Remember password if you don't want to type your password in every time you log into Collabworx.

7. Under the Certificate issued by box, leave as is.

8. Under the Default status box use the default value of Available

9. Click on the Authentication tab.

10. The URL to Authentication Service should be one of the following depending on what server you are trying to connect to. (Figure 46)

- ATSC CollabWorx server:
  https://macon.atsc.army.mil/sp/sim/admin/service

- ATSC BTS Server:
  https://tssreach1.atsc.army.mil/sp/sim/admin/service

- DLI BLTS server on Sprint network for language training:
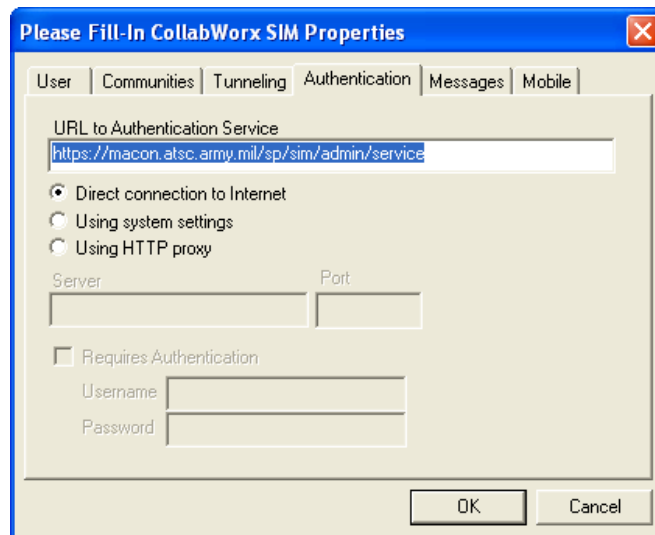 http://207.12.181.100/sp/sim/admin/service

Figure 46

11. Then click on the Communities tab.

12. Click on Update from Server button. This will log you into the server you specified earlier. This could take several minutes. You should see the communities appear that your account has been allowed access to by the System Administrator. Highlight the one you want to setup as your default Community by clicking on it and ensuring it is highlighted. (Figure 47)
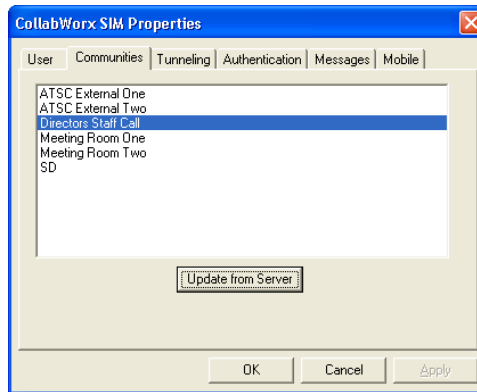
Figure 47

1. Click on **OK** and you are now configured and logged in using the profile you just created. You should receive a window stating the SIM client was installed successfully. Click on OK.

Installing the SVG Viewer Client:

Note: This software is needed to view whiteboard documents.

1. To begin installing the SVG Viewer, go to the Client Installation web page http://macon.atsc.army.mil/cw/apptools/support/install/ and click on Adobe SVG View. (Figure 48)
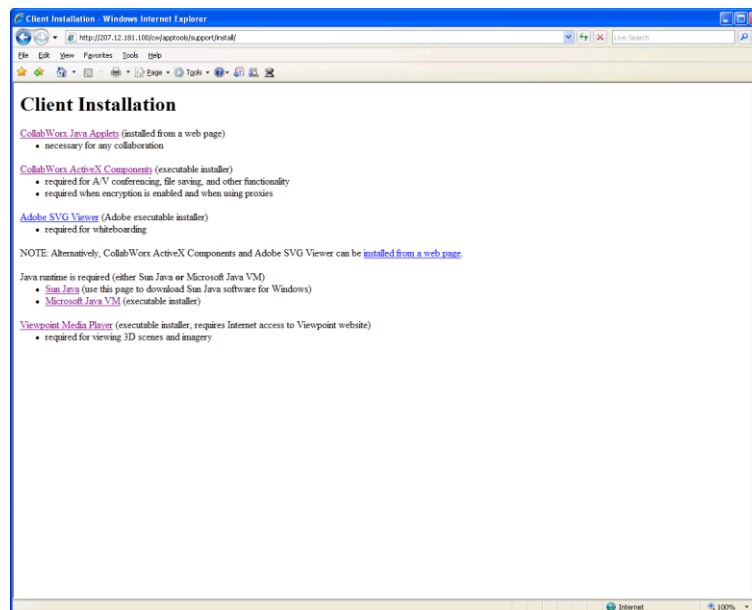

Figure 48

2. Click on Run on the File Download screen. (Figure 49)
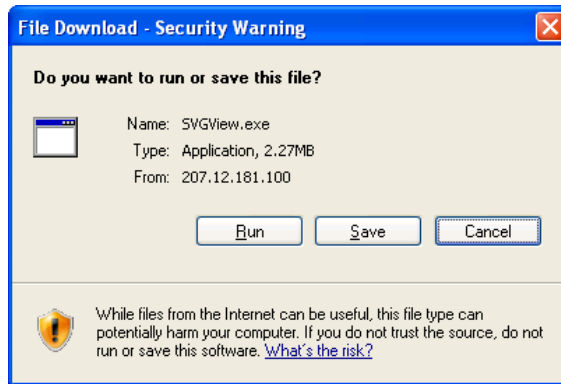
Figure 49

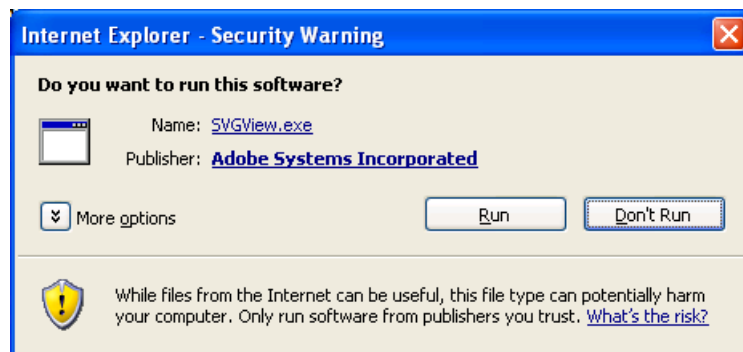3. On the Internet Explorer – Security Warning screen click Run. (Figure 50)

Figure 50

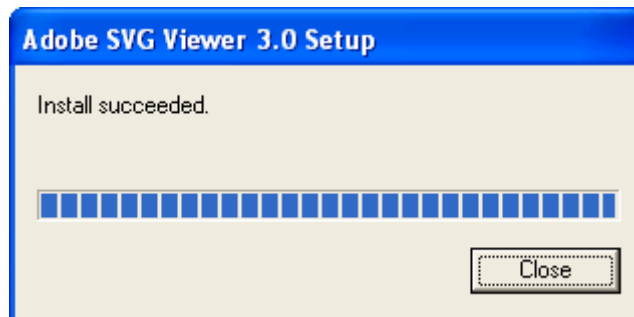4. The installation will start and complete quickly. (Figure 51)

Figure 51

Installing the Viewpoint Media Player:

Note: This Media Player is needed to for viewing 3D scenes and imagery.

1. To begin installing the Viewpoint Media Player, go to the Client Installation web page http://macon.atsc.army.mil/cw/apptools/support/install/ and click on Viewpoint Media Player. (Figure 52)
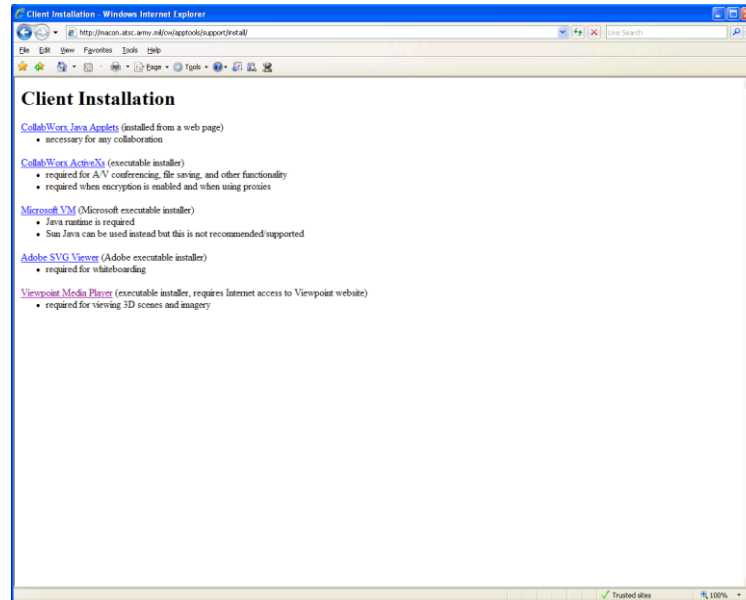

Figure 52
2

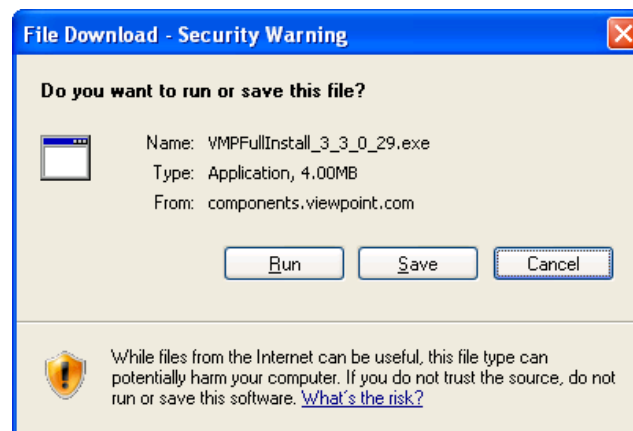2. On the File Download screen click Run. (Figure 53)

Figure 53

3. On the Internet Explorer – Security Warning page click Run and the installation will start. (Figure 54)

Figure 543
4
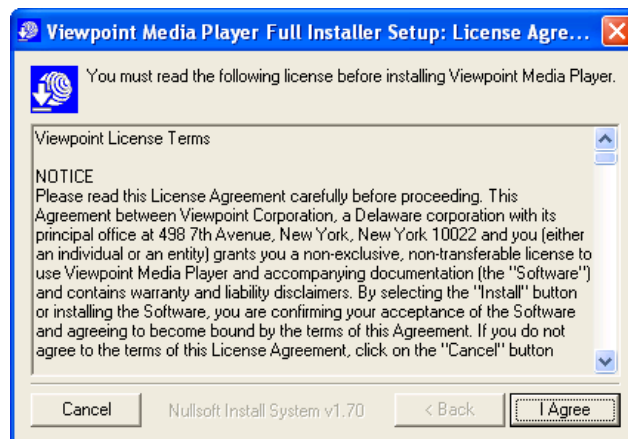
4. On the License Agreement screen click I Agree. (Figure 55)
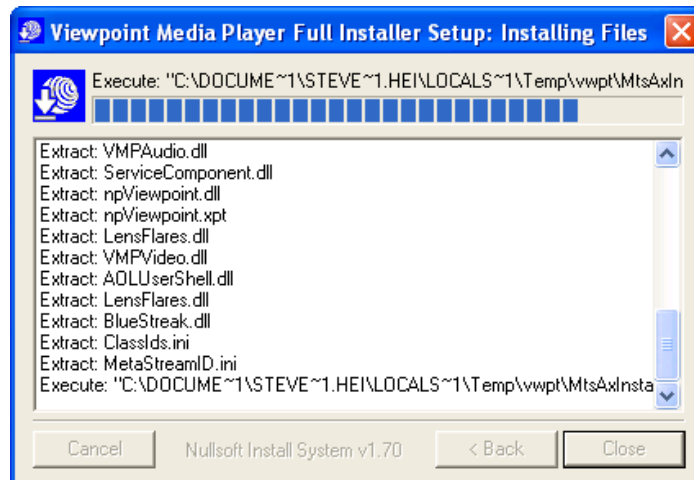

Figure 555

5. The installation will finish. (Figure 56)

Figure 566

End of Document

Uninstall, Download, and Upgrade Procedures for CollabWorx/BTS SIM client